

NEIGHBORHOOD RESOURCE CENTER MANAGER

DISTINGUISHING FEATURES

The fundamental reason the Neighborhood Resources Center Manager exists is to manage a network of satellite city offices operating as outreach centers in various neighborhoods throughout the community. This classification does supervise. Work is performed under general direction by the Neighborhood Services and Preservation Director. The Neighborhood Resource Center Manager is distinguished from the Citizen Services Specialist by planning, developing and managing the activities of the entire work section.

ESSENTIAL FUNCTIONS

Plans, budgets, markets the functional operations of all Citizen Service Centers.

Manages staff and work schedules to ensure superior customer service and effective coverage of all Centers.

Responsible for inventory control of several funds including bus ticket sales, specialty merchandise items and utility payments.

Responsible for the higher resolution of citizen complaints ensuring timeliness, respect for the individual and professionalism in response.

Writes a variety of monthly and quarterly statistical reports summarizing data collection and providing issues analysis of activities Citizen Service Centers.

Establishes and supervises the coordination of a variety of public outreach efforts to heighten awareness of Center services and to improve government relations with citizens.

Helps coordinate and build neighborhood connections by facilitating and promoting block party functions and activities.

Coordinates the Neighborhood Capital Improvement Project process; informs citizens on program requirements; reviews grant applications and counsels applicants for presentation to the Neighborhood Enhancement Commission; prepares and issues funding allocations to awarded neighborhoods.

Other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Principles and practices of providing outstanding customer service.

Public communication and issue resolution techniques.

Microsoft Word, Excel, Access, and PowerPoint.

Ability to:

Set objectives and accomplish them through innovative management techniques.

Maintain effective working relationships with City staff, volunteers, citizens, elected and appointed officials, the business community and general public.

Deal tactfully and courteously with the public in answering technical questions and handling difficult complaints.

Effectively communicate verbally and in writing using proper sentence structure, grammar, and punctuation.

Operate standard office equipment requiring continuous and repetitive arm, hand and eye coordination.

Education & Experience

Any combination of education and experience equivalent to a Bachelor's degree in Business or Public Administration, Communications or a related field and five years of progressively responsible experience in operating and administering citizen outreach or customer service programs. Some supervisory experience is also required. Demonstrated track record of developing creative solutions and alternatives is required. Must obtain and possess a valid standard Arizona driver's license with no major citations within the last 39 months.

FLSA Status: Exempt

HR Ordinance Status: Unclassified